

3. TRAVEL

PURCHASING and TRAVEL DIVISION

- 3.1. **PURPOSE STATEMENT.** The purpose of the Church Travel Office (Headquartered in Salt Lake City) is to provide convenient and professional travel services for Church travelers worldwide and to ensure consistent quality in travel related functions. This is accomplished by:
 - 3.1.1. Facilitating, coordinating, and managing all travel requirements for the Church,
 - 3.1.2. Providing travelers with safe, reliable, and timely travel at the most economical cost,
 - 3.1.3. Securing necessary visas,
 - 3.1.4. Assisting Church travelers with worldwide services for airlines, hotels, rental cars, and other related services, and
 - 3.1.5. Supervising and training Area and Region Travel Office employees.
- 3.2. **TRAVEL AUTHORITY.** Appropriations Committee Policy, Chapter 90 (paragraph 90.3) states: “Goods and services (including travel, traffic, and related services) for all Church units including departments, administrative offices, Area Offices, Service Centers, ecclesiastical units, temples, missions, Family History Centers, Church Education entities, and certain self-sustaining units of the Church, are to be acquired by or under the direction of the Purchasing and Travel Division, except as provided in paragraph 90.4.” As part of Purchasing and Travel Division, Church Travel is responsible for the establishment of travel-related contracts and ensuring satisfactory delivery of requested services. Church Travel is also responsible for making payments to vendors according to established contract agreements.
 - 3.2.1. **Individual Authority.** Agents and coordinators should be given specific authority to commit Church funds for properly authorized travel. Specific transaction authority limits should be established in writing in accordance with Church needs, and an individual’s authorized responsibility. When a particular transaction exceeds an individual’s established authority, supervisory review and approval is required. Ultimately, the Manager of Church Travel approves all individual transaction limits.
- 3.3. **GENERAL INSTRUCTIONS.** Church Travel is responsible for managing travel vendor relationships. This function may be delegated to International Area Travel Offices where appropriate, approved, and documented by the Manager of Church Travel. All employees authorized to represent the Church in travel services are considered agents and coordinators and are required to adhere to the policy and procedures stated in this handbook.
- 3.4. **HEADQUARTERS TRAVEL OFFICE RESPONSIBILITIES**
 - 3.4.1. **Customer Service.** Anyone who seeks information or assistance from Church Travel is considered a customer. Agents should understand their customers’ needs, respect their points-of-view, and add value to their travel needs and requests. Church Travel employees must balance their efforts to satisfy their customers with their responsibilities to protect the sacred funds of the Church. Periodically, customers should be asked to evaluate individual agents’ and coordinators’ performance, and provide feedback about delivered travel services. Church Travel sections should work toward continuous improvement in processes and procedures to improve customer satisfaction.
 - 3.4.2. Church Travel employees should:
 - 3.4.2.1. Win customers’ trust and confidence by understanding travel industry trends and needs; work to become a valued resource to all customers
 - 3.4.2.2. Visit and inspect hotel properties when required, qualify vendors’ capabilities to meet Church needs and ensure selection of reputable hotels and meeting places
 - 3.4.2.3. Establish and maintain good consular relationships; agents should remember that the Church is dependent on relationships with all consulates
 - 3.4.2.4. Willingly back-up other employees by providing excellent customer service when other assigned employees are busy or unavailable; employees should provide a level of service they would expect to receive if they were a customer seeking assistance
 - 3.4.2.5. Attend weekly staff meetings and training classes
 - 3.4.2.6. Stay current with worldwide travel industry trends

3.4.2.7. Document important transactions (i.e., when, (1) visa packets are sent and received, or (2) tickets are issued to travelers), keeping important notes and other relevant information as supporting documentation for transactions

3.4.2.8. Periodically review vendors' performances to ensure customers' satisfaction and compliance with Church contracts

3.4.2.9. Read, understand, and implement the information contained in this handbook.

3.4.2.10. Booking Airline Flights & Issuing Travel Tickets

Who Books Missionaries' Travel?				
Which Missionaries	Missionaries Traveling		Travel Office Responsibilities	
	From	To	Who Books and Notifies (see footnote #3)	Who gets Notified
All missionaries, except as noted in footnote #1 or footnote #2 below	Home	MTC	Home Area	MTC
	MTC	Mission Field	Home Area	Mission President
	Mission Field	Home	Home Area	Parents & Priesthood Leaders
	Within Missions		Mission Office	Travelers
Missionaries who meet footnote #1	Home	Mission Field	Home Area	Mission/Temple President
Missionaries who meet footnote #2	Mission Field	Home	Home Area	Priesthood Leader
¹ Missionaries who will travel from home to the mission field without attending the MTC (i.e., previously trained; <i>Will Not Attend</i>) ² Couple missionaries and senior sisters traveling from the mission field to home ³ The Church Travel Office books: <ul style="list-style-type: none"> • All travel for missionaries leaving from North America—regardless of the locations of their missionary assignments • All travel for missionaries assigned to attend the Provo MTC—regardless of their countries of origin • All emergency travel must be coordinated with the Missionary Department and Church Travel Office 				

3.5. GENERAL AUTHORITY TRAVEL

General Authorities are First Presidency, Quorum of the Twelve, First and Second Quorums of the Seventy, and Presiding Bishopric. If you are authorized to view detailed information on general Authority travel and you need to obtain a password, please contact the Church Travel Office in Salt Lake City at (801) 240-3428.

3.6. **AREA SEVENTY TRAVEL.** Area Seventies are defined as members of the Third, Fourth, and Fifth Quorums of the Seventy

3.6.1. When an Area Seventy's assignment requires him to travel by air, he travels at the most economical coach fare with the following exceptions:

3.6.1.1. Business class is authorized when any particular segment exceeds five hours

3.6.1.2. When only one Area Seventy is traveling with a General Authority, the same class of service is authorized.

3.6.2. Wives may accompany their husbands at Church expense, when:

- 3.6.2.1. A single assignment covers two consecutive weekends away from home,
 - 3.6.2.2. Traveling to attend an annual (but not interim) mission tour, mission president's seminar, regional conference, or area-training meeting. She should participate as a speaker, teacher, or in an official capacity.
 - 3.6.3. **Travel Expense Reporting.** All Area Seventies are required to account monthly for their travel expenses. Travel Expense Reports should be sufficiently detailed to satisfy tax authorities, Church auditors, and provide adequate accountability for the expenditure of Church funds. The Church Travel Office provides a simplified expense reporting form that meets these minimum requirements for those that live in the United States. The Internal Revenue Service requires that all expenses be accounted for within the calendar year incurred.
 - 3.6.3.1. For those serving internationally, expense reporting will be in accordance with area office administration procedures.
 - 3.6.3.2. Controllers in area offices and the Church Travel Office in Salt Lake City must insure that all taxable travel expenses are reported to the Tax Administration Division of the Church.
 - 3.6.4. **Travel Expense Reimbursements.** Area Seventies in the United States and Canada are reimbursed for Church travel and other related expenses. Expense reports should be submitted monthly to the Area Presidency for review and approval and then to Church Travel for reimbursement. Expense reports should include receipts or notes of explanation with dates, places, purposes, amounts, etc.
 - 3.6.5. **Frequent Flyer Miles and Hotel Points.** Area Seventies are authorized to personally use frequent flyer miles and hotel points earned from Church travel.
- 3.7. **GENERAL AUXILIARY TRAVEL.** General Auxiliaries are defined as Relief Society, Young Women, and Primary organizations. General Auxiliary presidencies and general board members travel in coach class for domestic flights and in business class for international flights. Church Travel also assists with reservations for hotels and car rentals as requested.
- 3.7.1. Airline tickets booked for general presidencies are billed to their personal corporate cards.
 - 3.7.2. Tickets for board members are billed to the Church's Airline Billing Account.
 - 3.7.3. Church Travel coordinators are authorized to assist auxiliary presidencies and board members with personally paid air transportation tickets.
 - 3.7.4. Church Travel coordinators are authorized to assist former general presidencies and general board members with personally paid air transportation tickets.
 - 3.7.5. Members of general auxiliary presidencies and board members are authorized to personally use frequent flyer miles and hotel points earned from Church travel.
- 3.8. **MISSION PRESIDENTS' TRAVEL**
- 3.8.1. **Mission presidents and their wives travel at the most economical coach fares.** When a segment exceeds five hours, business class is authorized for the entire trip—if space is available.
 - 3.8.1.1. **Children.** Those authorized to travel with a mission president fly in coach class. However, children under 10 years of age are authorized to travel in the same class of service with their parents.
 - 3.8.1.1.1. Each dependent, single child, under 26 years of age is eligible to travel to visit parents at Church expense once during a president's assignment. (Handicapped, dependant children are not restricted by age.) Travel will be booked in coach class according to customary routings for missionaries. Parents are expected to pay for additional costs.
 - 3.8.1.1.2. Additional trips taken by dependent children are paid by their parents and can be booked through Church Travel at contract prices. These expenses must be paid before tickets are issued.
 - 3.8.1.1.3. Children returning from full-time missions may travel to locations where their parents are serving, or stop en-route at parents' locations before continuing to their final destinations. These visits are considered travel home from missions and do not count as the one authorized trip to visit parents at Church expense.
 - 3.8.1.1.4. Married children (and mission presidents' parents and parents in-law) are not considered dependents and are not eligible for visits at Church expense.
 - 3.8.1.2. **Travel within missions by air.** Mission presidents travel in the most economical coach class. Wives travel in the same class of service when they accompany their husbands. Mission presidents are expected to personally pay all travel related expenses for their children.

3.8.1.3. **Travel to Mission President' Seminars.** Mission presidents travel at the most economical coach fares. When wives are authorized to accompany their husbands, they travel in the same class of service. (If additional leisure travel is desired, it must be approved by the Missionary Department).

3.8.1.4. **Return Travel.** Church Travel books returning mission presidents and eligible family members at the most economical coach fares. When a segment exceeds five hours, business class is authorized for the entire trip—if space is available. If up-grades (or additional leisure travel) are desired, mission presidents must personally pay additional costs exceeding authorized fare. Tax laws do not allow the mission president to receive a cash payment for the difference in cost if he chooses to fly in “coach class” rather than “business class”.

3.8.1.5. **Frequent Flyer Miles and Hotel Points.** Mission presidents are authorized to personally use frequent flyer miles and hotel points earned from Church travel.

3.9. TEMPLE PRESIDENTS' TRAVEL

3.9.1. Temple presidents and their wives travel at the most economical **coach fares**. When a segment exceeds five hours, business class is authorized.

3.9.2. **Children/Parents.** Each dependent single child under 26 (who has never been married) is eligible to travel to visit parents at Church expense once during a president's assignment. (Handicapped, dependant children are not restricted by age.) Travel will be booked at the most economical coach fares according to customary routing for missionaries. Parents pay for any additional costs.

3.9.2.1. Children returning from full-time missions may:

- a. Travel to locations where their parents are serving, or
- b. Stop at parents' locations before continuing to final destinations; these visits are not considered the one authorized trip to visit parents at Church expense.

3.9.2.2. Married children (and temple presidents' parents and parents in-law) are not considered dependents and are not eligible for visits at Church expense. (Exception: Parents and parents-in-law of temple presidents that live in presidents' homes are authorized to accompany their temple president children to assigned locations and travel in the same class of service.)

3.9.3. **Return Travel.** Church Travel books returning temple presidents and eligible family members at the most economical coach fares. When a segment exceeds five hours, business class is authorized. If up-grades (or additional leisure travel) are desired, temple presidents must personally pay additional costs exceeding authorized fares.

3.9.4. **Frequent Flyer Miles and Hotel Points.** Temple presidents are authorized to personally use frequent flyer miles and hotel points earned from Church travel.

3.10. MISSIONARY TRAINING CENTER PRESIDENTS' TRAVEL

3.10.1. **MTC presidents and their wives travel at the most economical coach fares.** When a segment exceeds five hours, business class is authorized—if space is available.

3.10.2. **Children.** Those authorized to travel with a Missionary Training Center President fly at the most economical coach fares. Travel for children will be considered on a case-by-case basis.

3.10.2.1. Each dependent, single child, under 26 years of age is eligible to travel to visit parents at Church expense once during a president's assignment. (Handicapped, dependant children are not restricted by age.) Travel will be booked in coach class according to customary routings for missionaries. Parents pay for additional costs.

3.10.2.2. Children returning from full-time missions may travel to locations where their parents are serving, or stop en-route at parents' locations before continuing to their final destinations. These visits are considered travel home from missions and do not count as the one authorized trip to visit parents at Church expense.

3.10.2.3. Married children (and MTC presidents' parents and parents in-law) are not considered dependents and are not eligible for visits at Church expense.

3.10.3. **Return Travel.** Returning MTC presidents and eligible family members travel at the most economical coach fares. When a segment exceeds five hours, business class is authorized—if space is available. If an up-graded class of service (or additional leisure travel) is desired, MTC presidents must personally pay additional costs exceeding authorized fares.

- 3.10.4. **Frequent Flyer Miles and Hotel Points.** MTC Presidents are authorized to personally use frequent flyer miles and hotel points earned from Church travel.

3.11. **VISITORS' CENTER DIRECTORS' TRAVEL**

- 3.11.1. **Visitor Center Directors and their wives travel at the most economical coach fares.** When a segment exceeds five hours, business class is authorized—if space is available.
- 3.11.2. **Children.** Those authorized to travel with a Visitors' Center Director fly at the most economical coach fares. Travel for children will be considered on a case-by-case basis.
- 3.11.2.1. Each dependent, single child, under 26 years of age is eligible to travel to visit parents at Church expense once during a director's assignment. (Handicapped, dependant children are not restricted by age.) Travel will be arranged in coach class according to customary routings for missionaries. Parents pay for additional costs.
- 3.11.2.2. Children returning from full-time missions may travel to locations where their parents are serving, or stop en-route at parents' locations before continuing to their final destinations. These visits are considered travel home from missions and do not count as the one authorized trip to visit parents at Church expense.
- 3.11.2.3. Married children (and directors' parents and parents in-law) are not considered dependents and are not eligible for visits at Church expense.
- 3.11.3. **Return Travel.** Returning Visitors' Center directors travel at the most economical coach fares. When a segment exceeds five hours, business class is authorized—if space is available. If an up-graded class of service (or additional leisure travel) is desired, Visitors' Center directors must pay additional costs exceeding authorized fares.
- 3.11.4. **Frequent Flyer Miles and Hotel Points.** Visitors' Center directors are authorized to personally use frequent flyer miles and hotel points earned from Church travel.

- 3.12. **MISSIONARY TRAVEL.** The Church Travel Office books travel for missionaries (elders, sisters, couples, senior sisters, temple and service missionaries) to assigned MTCs, missions, and their return travel home. Missionaries are booked with contracted airlines at the most economical coach fares. Reservations and pricing are regularly double checked by supervisors. If a savings of \$25 or more can be realized by re-booking a particular itinerary, it is done and notification is given. Exceptions will be considered when missionaries cannot arrive at MTC's by 2:30 P.M. on the date specified or when arrivals are during hours that are considered unsafe. Generally, missionaries are authorized to travel by air. When missionaries' travel itineraries require overnight stays or layovers exceeding 8 hours (en route to complete airline connections) Church Travel will provide hotel and lodging accommodations. Some trips might be affected more practically or economically by bus or train. Travel managers should discuss relevant factors (safety, cost, etc.) with mission presidents to determine the *best* travel options for missionaries.

- 3.12.1. **Confidentiality of Missionary Flight Schedules.** At least one week prior to new missionary arrival and three weeks before returning missionary departure dates, Church Travel sends mission presidents itineraries for arriving missionaries, and itineraries and airline tickets for departing missionaries. Missionaries' flight schedules are confidential and should only be given to authorized personnel. Those authorized access to this information include: missionaries, bishops, stake presidents, mission presidents, General Authorities, missionaries' parents, and employees in the Missionary Department, MTC's, and Church travel office.
- 3.12.2. **Flight Load Level.** The maximum number of 35 missionaries who will fly on a single airplane. (*See MMD letter of 29 March 1996, Missionary Load on Airplanes.*)
- 3.12.3. **Definition of a Missionary's "Home" Location.** For travel purposes, a missionary's home is defined as the place of his or her legal guardian's residence, even if the missionary candidate is away at school during the time the missionary call papers are processed.
- 3.12.4. **Travel Methods to the Provo Missionary Training Center.** The distance from a missionary's home to the MTC usually determines the preferred transportation option.
- 3.12.4.1. **By car.** There are no travel-related reimbursements when families choose to drive missionaries directly to the Provo MTC. Families are responsible to ensure that missionaries arrive at appointed times.
- 3.12.4.2. **By air.** When families choose not to drive to the Provo MTC, Church Travel coordinates travel requirements with missionaries.

- 3.12.5. **When Traveling by Air to the Provo MTC.** Missionaries should mail or fax their completed Travel Request Forms to the Church Travel Office at least one month prior to the dates they are expected to report to the MTC. Church Travel must receive these forms in advance in order to process travel tickets and ensure that missionaries arrive at the MTC on time. Arrival at the MTC should be within one week of the MTC report date. Stake Presidents' approval is required for an exception. There are two exceptions:
- 3.12.5.1. Missionaries who report that their Travel Request Forms were not received require personal assistance. Travel coordinators should first verify the validity of their missionary calls, and then issue travel tickets as needed.
 - 3.12.5.2. When missionaries will not arrive at the MTC as scheduled (for legitimate reasons), replacement tickets will be issued. Agents should ensure that original tickets be returned to Church Travel and refunded, if possible.
- 3.12.6. **Traveling to Missionary Training Centers in Foreign Countries.** Church Travel books missionaries traveling from the United States and Canada to missionary training centers in foreign countries at the most economical coach fares.
- 3.12.7. **Traveling to Missions without Attending a Missionary Training Center (WNA).** Some missionaries will not attend a Missionary Training Center. Instead, they go directly to their missions. Generally, these are couple missionaries with prior missionary experience, temple missionaries trained by the Temple Department, or those whose nationalities preclude them from easily attending an MTC.
- 3.12.8. **Travel Required to Comply with Governmental Requirements.** The Missionary Department authorizes brief mission interruptions for the following purposes, but travel expenses must be paid by the missionary or his family.
- Personal appearances required by In-process Legal Residence Applications
 - Court required appearances
- 3.12.9. **Reimbursement for Personally-Paid Airline Tickets.** When families purchase airline tickets directly for their missionaries, Church Travel will reimburse the amounts the Church would have paid. Reimbursement checks will be mailed to missionaries (or to their families if requested) after missionaries enter MTC's.
- 3.12.10. **Couples and senior sisters required to drive personal vehicles.** The Church reimburses approved expenses when couples and senior sisters are required to drive their personal vehicles to or from their mission assignment locations. Approved expenses include:
- 3.12.10.1. **Mileage reimbursements** for the most direct routes from residences to the Provo MTC and/or their fields of service, based on the most direct routes according to Mapquest on the Internet and the Church's current mileage reimbursement rate.
 - 3.12.10.2. Reasonable **food and lodging expenses** according to pre-approved travel plans.
 - 3.12.10.3. Senior sisters are authorized to have a driving companion accompany them while traveling to and from assigned mission locations. Driving companions might be determined by:
 - 3.12.10.3.1. The Missionary Department
 - 3.12.10.3.2. The department in which the sister will serve (CES, Temple, Family History, etc.)
 - 3.12.10.3.3. The Provo MTC, or
 - 3.12.10.3.4. The senior sister might be authorized to invite someone to accompany her if the Church does not have an assigned companion for her.
 - 3.12.10.3.5. Driving companions receive reasonable food and lodging expenses according to pre-approved travel plans. If the driving companion is not another missionary, an airline ticket will be provided for the companion's return trip home at the most economical coach fare.
- 3.12.11. **Return Travel.** Mission presidents initiate missionaries' return travel home at least 12 weeks prior to missionary departure dates by using the Global Visa Management (GVM) system. When mission presidents include missionaries' home addresses or email address, Church Travel sends parents copies of missionaries' return home travel itineraries. Corresponding itineraries and travel tickets are sent to missions at least three weeks prior to missionary departure dates. Returning missionaries travel at the most economical coach fares.
- 3.12.11.1. **Missionaries returning home with parents.** Parents (or legal guardians) wanting to pick up missionaries at the conclusion of their missions should consult mission presidents before making travel arrangements. Parents must coordinate dates and times and receive mission presidents' approval.

- 3.12.11.1.1. When parents prefer to purchase return airline tickets for missionaries, instead of allowing the Church Travel Office to do so, parents will be reimbursed the full amount the Church would have paid from mission locations to missionaries' homes.
- 3.12.11.1.2. Church Travel is authorized to assist missionaries' parents and family members coordinate missionaries' return travel tickets with their own--even if they do not use authorized carriers and routings. When parents purchase tickets for their missionaries that cost more than the Church normally pays, parents will be reimbursed contracted amounts.
- 3.12.11.1.3. Exceptions to these policy statements require Missionary Department approval.
- 3.12.11.2. **Couples and Senior Sisters.** Church travel coordinators are authorized to assist returning couples and senior sister missionaries with extra personal travel en-route home, only when that travel does not exceed one simple stopover (excluding normal flight connections). Travel coordinators should help only with the air portion of these trips. All other arrangements (car rentals, tours, hotels, shuttles, trains, and so forth) are missionaries' responsibilities. Payment must be provided before tickets are issued. Couples or senior sister missionaries may elect to have their return trips home arranged by outside travel agencies or airlines. When this option is selected, the Church Travel Office will reimburse the net amount of the cost to the Church for the normal return trip home.
- 3.12.11.3. **Temple Missionaries.** The following policies apply to temple missionaries that attend two-day Temple Department seminars held in Salt Lake City.
 - 3.12.11.3.1. The Temple Department provides the Travel Office with the names of temple missionaries that will attend scheduled seminars.
 - 3.12.11.3.2. The Temple Department Coordinator is the Travel Office's contact.
 - 3.12.11.3.3. Temple missionaries that attend these seminars usually leave Salt Lake City on the Wednesday following their training. However, Asia-bound missionaries can travel after 6:00 PM on Tuesdays.
 - 3.12.11.3.4. Temple missionaries must be booked on flights that arrive at their destinations *not later than 8:00 PM*.
 - 3.12.11.3.5. The Temple Department Coordinator must approve travel changes.
 - 3.12.11.3.6. Travel agents must provide temple presidents with temple missionaries' travel itineraries at least 48-hours in advance, and advise them immediately if any changes are made to those itineraries.
 - 3.12.11.3.7. Temple missionaries driving personal vehicles to their missionary assignments will be reimbursed for mileage, food, and lodging expenses according to Church policy. **Mileage reimbursements** are calculated based on the most direct routes from their residences to temple locations, according to *Mapquest* on the Internet and the Church's current mileage reimbursement rate. Reasonable **food and lodging expenses** are made according to pre-approved travel plans.
 - 3.12.11.3.8. The Church Travel Office coordinates hotel reservations for temple missionaries attending Temple Department seminars in Salt Lake City.
 - 3.12.11.3.9. The Temple Department picks up airline tickets for temple missionaries at the Missionary Travel Reception Desk on the 14th floor of the Church Office Building. Driving reimbursement checks are mailed to the MTC, temple, or missionary's home address as appropriate.
- 3.12.12. **Other Travel.** Missionary travel coordinators also book travel for:
 - Mission presidents
 - Temple presidents
 - Missionary Training Center presidents
 - Visitor Center directors
- 3.12.13. **Accountability in Communicating Changes in Missionary Travel.** This reference contains protocols for notifying key individuals about changes in missionaries' itineraries.

3.13. ADMINISTRATIVE MISSIONARY TRAVEL-RELATED ISSUES

- 3.13.1. **Excess Luggage Charges.** Recognizing that individual carriers impose differing luggage weight limits for passengers, the Missionary Department should pay for additional charges resulting from missionaries following recommended packing guidelines. Missionaries should pay excess luggage costs that result from personal items or souvenirs.

- 3.13.1.1. Receipts should be submitted to mission presidents for reimbursement when missionaries are required to pay excess luggage costs en-route to missions.
- 3.13.1.2. Mission presidents should pay missionaries' excess luggage costs when carrying only authorized items en-route. Typically, luggage is checked to final destinations and excess luggage charges are paid at points of departure. When returning missionaries are required to pay additional luggage charges from inter-lining with additional carrier, receipts should be submitted to the Church Travel Office for reimbursement.
- 3.13.2. **Emergency and Medical Departures.** Occasionally, missionaries are required to leave missions early for emergency or medical reasons. In these instances, mission presidents contact the Missionary Department and Church Travel for direction. In consultation with mission presidents and the Missionary Department, Church Travel makes necessary arrangements for missionaries' return flights. Depending on circumstances, Church Travel may provide itineraries and prepaid or electronic airline tickets. In extreme situations or when otherwise advisable, the flight and other details may be contracted to S.O.S. International, a commercial emergency service provider, by the Church Travel Office. Missionaries are required to present (1) Church Travel itineraries and (2) proper identifications when claiming electronic airline tickets. Mission presidents should notify Church Travel immediately when prepaid or electronic airline tickets are not used.
- 3.13.3. **Deaths.** Area Presidencies generally supervise the activities involved in returning missionaries' remains to their home locations. Mortuaries located in the mission field (in concert with Church Travel) usually make flight arrangements and communicate directly with home location mortuaries regarding itineraries. Payments for required services are generally authorized by Area Offices. However, there may be circumstances that warrant the Church Travel Office to contract S.O.S. International to assist with the process.
 - 3.13.3.1. Instructions for transporting missionary remains:
 - 3.13.3.1.1. When the Church Travel Office learns of a missionary's death, the assigned travel agent contacts the Missionary Department to verify the information and obtain details. *Church Travel agents should be sensitive to family needs.*
 - 3.13.3.1.2. The agent informs appropriate Travel Office personnel, including the Area Travel Manager.
 - 3.13.3.1.3. Remains cannot be transported before police investigations and/or autopsies are completed.
 - 3.13.3.1.4. Remains are usually shipped air cargo, unless accompanied by a family member. In either case, an airway bill number should be obtained from the airline for reference. Agents should ensure that destination air cargo facilities will be accessible when remains arrive.
 - 3.13.3.1.5. Travel agents should provide sufficient transfer time (three hours recommended) for handling caskets and remains between connecting flights. Additional time must be allowed when clearing customs.
 - 3.13.3.1.6. The travel agent should ensure that names of the mission field mortuaries, their addresses, phone numbers, and representatives' names are communicated to the home location mortuaries, along with the flight itinerary for the remains.
- 3.13.4. **Delayed Visas.** When missionary visas are not received as anticipated:
 - 3.13.4.1. Travel agents should notify mission presidents and/or MTC presidents of missionaries who will not arrive as previously scheduled.
 - 3.13.4.2. In weekly Visa Committee meetings, the Missionary Department reviews the Visa Delay Report regarding missionaries that are unable to travel due to delayed visas, and those serving temporary mission assignments if the anticipated delay is longer than two weeks. (A copy of this report is sent weekly to each International Area Travel Office.)
 - 3.13.4.3. Missionaries located at the Provo MTC that are waiting to obtain visas should be considered for temporary mission assignments. (Representatives of the Missionary Department, the Provo MTC, and Church Travel consult about making temporary mission assignments.)
 - 3.13.4.4. Travel agents should notify mission presidents and/or MTC presidents when delayed visas are obtained.
 - 3.13.4.5. After visas are obtained, travel agents (1) revise missionaries travel arrangements with mission presidents; missionaries must leave MTC's or temporary missions within one week of visa receipts, (2)

- notify missionaries through mission presidents, MTC administrators, or (3) directly with missionaries, when they are at home waiting to obtain their visas.
- 3.13.4.6. Occasionally, requested visas are delayed too long to make serving in an originally assigned area practical. When this happens, the Missionary Department might permanently reassign missionaries to other missions.
- 3.13.4.7. When Church Travel has received visas for an entire group of departing missionaries, visa coordinators give the visas to travel coordinators. For those circumstances where, the Thursday prior to travel, only part of the group's visas are approved, the following will apply:
- 3.13.4.7.1. The visa coordinator will give the travel coordinator all the visaed passports that have cleared.
- 3.13.4.7.2. Visa coordinators will then give the additional visaed passports to the travel coordinator on a "piecemeal" basis as they are received.
- 3.13.4.7.3. Visa and travel coordinators "pairs" will communicate often about developments concerning travel and visas, aided by the Global Visa Management System, the Visa Tracking System, and the Apollo Reservation System.
- 3.13.4.7.4. When any coordinator has a planned absence he/she is responsible to brief his/her supervisor of any immediate concerns, so coverage can be organized.
- 3.13.5. **Global Visa Management system (GVM).** The software database that assists Church travel agents in preparing tasks and documents necessary for missionaries requiring travel visas is called the Global Visa Management system. Its main functionality includes printing documents and scheduling and tracking tasks, including providing reminders about those tasks. It obtains information about missionaries from the Missionary Call System. It is a "tickler file" or tracking system to help agents obtain visas so missionaries travel on time. This system tracks dates when:
- 3.13.5.1. Visa Packets (requirements, instructions and documents) are sent to missionaries
- 3.13.5.2. Missionaries return visa documents and passports to Church Travel
- 3.13.5.3. Visa applications, missionaries' passports and other required documents are sent by Church Travel to consulates, and
- 3.13.5.4. Visas are received by Church Travel.
- 3.13.5.5. Non-GVM related items and all printer problems should be referred to the regular help desk (2-4357). Systems maintenance requests (JIRA's), for maintenance or new feature requests for the GVM
- 3.13.6. **Updating travel-related information in Missionary Department Documents.** The Travel Office submits recommended changes to the travel pages of the *Missionary Call Packet* and the *Missionary Travel Guide* to the Missionary Department as travel instructions and requirements change.
- 3.13.7. **Hand-Carried Items to the Travel Office.** Missionary travel and visa documents must be mailed to the Travel Office. Church policy does not allow non-employees to hand deliver packages to the Church Office Building.
- 3.13.8. **Purchasing Cards.** Church issued *Purchasing Cards* are not approved for airfare expenditures. However, missions are authorized to use them for other travel-related expenses.
- 3.13.9. **Per Diem.** Film crews are authorized to use appropriate per diems on film projects at the amounts recommended by the IRS. It will be their responsibility to insure that the per diems are managed properly.
- 3.13.10. **Non-Refundable Tickets.** When non-refundable electronic airline tickets (e-tickets) are not used, the travel agent should work with Travel Accounting to begin the process of refund or exchange.
- 3.13.11. **Travel-related Payments.** The Travel Office is authorized to make payments for travel-related services to individuals and organizations. Examples include:
- 3.13.11.1. Passport agencies (to obtain passports for authorized Church representatives),
- 3.13.11.2. Consulates (for visa applications),
- 3.13.11.3. Parents of missionaries (for reimbursement of travel tickets purchased personally),
- 3.13.11.4. Employees (for authorized travel reimbursements), and
- 3.13.11.5. Missionaries (for reimbursement of authorized travel-related expenses).

In order to review, process, and distribute the checks in accordance with established financial policies of the Church, and have same day service, the cutoff time for requesting payments 11:00 AM. Payment

requests received after 11:00 AM will be processed the next day. When payments are needed after 11:00 AM, money orders must be utilized.

No checks will be returned to original requestor. All disbursements will be processed only if all applicable paperwork is attached. Accounting distributes payment and provides documentation to payment requestors.

3.14. CORPORATE TRAVEL

3.14.1. **Business Travel.** The Church Travel Office books air transportation for Church employees with contracted airlines at the most economical coach fares. Exceptions:

3.14.1.1. Business class is authorized when a segment exceeds five hours—space and budget permitting.

For travelers' safety, business class is generally authorized for all flights within Africa.

3.14.1.2. Business class is authorized in an emergency when coach class is unavailable.

3.14.1.3. When assigned as traveling companions to General Authorities, employees will be booked in the same class of service arranged for General Authorities—space and budget permitting.

3.14.2. **Expatriate Travel.**

3.14.2.1. Expatriate employees travel at the most economical coach fares. When a segment exceeds five hours business class is authorized—space and budget permitting. Returning expatriate employees and eligible family members travel at the most economical coach fare. If up-grades (or additional leisure travel) are desired, expatriate employees must pay additional costs exceeding authorized fares.

3.14.2.2. **Home Leave Travel and Pre-Move Trips (Round trip travel).** Expatriate employees and qualifying family members are authorized to travel to their primary residence locations one time each year at Church expense. The Church Travel Office establishes the normal fare for expatriate employees based on booking airline flights for the most direct routes home at the most economical coach fares. Expatriate employees and their spouse, traveling without qualified family members, are authorized to travel business class. If other family members accompany the expatriate and spouse, they all travel in coach class. Employees personally pay for all expenditures that exceed those amounts, including additional costs for upgraded service or deviations from the most direct routes.

3.14.2.2.1. Arrangements can be made through any Church Travel Office.

3.14.2.2.2. Qualified family members are booked in coach class.

3.14.2.2.3. Children under two years of age may be issued their own coach class tickets.

3.14.3. **Personal Travel.** Church travel agents are authorized to book personal airline flights for employees' spouses and other family members at their own expense, when accompanying employees on business trips. Personal travel is billed on personal credit cards. Church employees may also use Church contract rates for personal non-business related travel. To do this, Cliqbook, the self-booking computer system, must be used to eliminate the expenditure of Church Travel Office agents' time on employees' personal matters.

3.14.4. **Other Travel.** Church travel agents also book travel for:

3.14.4.1. Area presidencies (area training meetings), Office of the Seventy (General Conference), and other ecclesiastical groups

3.14.4.2. Church departments and affiliates, such as Farms Management and Social Services

3.14.4.3. Specialty groups, such as the Mormon Tabernacle Choir

3.14.4.4. Outside clients, such as DMBA, Thrasher Foundation, Motion Picture Studio, and Nauvoo Restoration, etc.

3.14.5. **Hotel Bookings.** Hotel and lodging accommodations must be booked through Church Travel Offices. Employees may choose where they stay; however, reservations are made through the Church Travel Office. Exceptions will be noted in the PNR.

3.14.6. **Car Rentals.**

3.14.6.1. Employees should utilize Church-contracted rental car companies.

3.14.6.2. Additional insurance:

3.14.6.2.1. Should be purchased for international car rentals, including Canada and Mexico. Purchase collision damage insurance and liability insurance.

3.14.6.2.2. Should not be purchased for United States car rentals.

- 3.14.6.3. Consultants and independent contractors (carpet layers, wall covering installers, etc.) are not allowed to use Church rental car contracts; they must make their own reservations and are responsible for their insurance needs.
- 3.14.6.4. In case of accident travel agents should notify Risk Management.
- 3.14.6.5. Employees are authorized to use some Church car rental contracts for personal use, and are expected to pay all costs including gasoline, parking, tolls, extended usage, etc.
- 3.14.7. **Airline Upgrades.** Airline issued upgrade certificates are to be used for business purposes only when a flight segment exceeds two and one-half hours, or for a connecting international flight. Spouses traveling with employees are authorized to use upgrade certificates given to the Church, but dependent children are not.
- 3.14.8. **Frequent Flyer Miles.** Employees are authorized to personally use frequent flyer miles and hotel points earned from Church paid travel.
- 3.14.9. **International Faring.** Faring of tickets for travel between areas should be coordinated between the respective Church travel offices, to determine the best location to price and ticket the itinerary. For travelers traveling to and from the U.S. from any area, the itinerary pricing should be sent to the International Faring Specialist in the Church Travel Office to determine best pricing and ticketing location.
- 3.14.10. **Comparable Flights.** When a passenger requests a flight that is \$100.00 or more than the lowest available airfare, and falls within the three hour rule*, a director, managing director or international controller must approve the additional amount. This applies for both domestic and international travel.
 - 3.14.10.1. ***Three-hour / \$100.00 rule.** The Church Travel Office will determine the lowest available airfare based on mandatory arrival times and acceptable departure times. Both times are determined by the traveler. If the traveler desires to fly on a flight costing \$100.00 or more than the lowest available airfare and the flight is within three hours of the itinerary of the lower airfare, the traveler must receive prior approval.

3.15. EMPLOYEE PERSONAL TRAVEL

- 3.15.1. **Cliqbook.** Employees should use the Church's self-booking tool, Cliqbook, for their personal travel.

3.16. PARENT TRAVEL

3.17. U.S. IMMIGRATION

- 3.18. **LEGAL DOCUMENTS.** International Church travelers must have passports and appropriate visas. Church Travel is responsible to enforce this policy by only booking travel for those with appropriate passports and visas. Requests to enter countries on inappropriate visas should be expressed to the Church Travel Office for review by the Church Visa Committee. Generally, individuals are expected to obtain their own passports. In unusual circumstances, Church Travel is authorized to assist Church employees and authorized representatives to obtain required passports when assigned to travel abroad. (Note: U. S. passports are property of the U. S. Government; those issued passports are authorized holders.)
 - 3.18.1. **Passports.** Church Travel has been selected to participate in a pilot program with the United States Department of State. Specifically identified individuals (at Church Headquarters, Provo MTC, and BYU-Provo Travel Office) are authorized to execute passport applications and administer passport oaths.
 - 3.18.1.1. **First-time Passport Applicants** should:
 - 3.18.1.1.1. Obtain a passport application (*Form # DS-11*) from a U.S. Post Office, on-line, or a County Clerk's Office or on-line (travel.state.gov) and complete it as instructed.
 - 3.18.1.1.2. Fill in the application completely. (When the Church Travel Office helps to obtain passports, the "mail to" section must show the address of the Church Travel Office, and the "in care of" section must show the name of the Church's passport acceptance agent. Application and mailing label addresses must match.
 - 3.18.1.1.3. Provide two identical photographs (2" x 2" with a light colored background) taken within the past six months.
 - 3.18.1.1.4. Include a certified birth certificate (must be the "long form" issued by the State government of the individual's birth.)

- 3.18.1.1.5. Include required fees. (For an extra fee, the U.S. Government provides expedited passport service. See the passport application for fee amount.)
- 3.18.1.1.6. Applicants must identify themselves to an authorized acceptance agent. An individual's driver license is an acceptable form of identification, as is a government issued photo I.D. Applicants must sign passport applications in the presence of an authorized acceptance agent who submits the applications to the Passport Agency.
- 3.18.1.2. U.S. Passports are valid:
- For age 16 and older, 10 years from date of issue
 - For age 15 and younger, 5 years from date of issue
- 3.18.1.3. **Changing Valid (Current) Passports**
- 3.18.1.3.1. To add additional visa pages use Form DS-4085, follow the instructions outlined and mail the form to the address indicated.
- 3.18.1.3.2. No U.S. passport can be amended. Any name or data change requires the issuance of a new passport book. However, if the change is needed within one year of the issuance of the passport, a Passport Re-application Form (DS-5504) can be submitted and a new passport issued without charge. After one year, any amendment requires the paid application for a new passport.
- 3.18.1.3.3. To obtain an additional passport, complete the requirements for a renewal passport (Form DS-82) and include a statement that justifies the need. The original valid passport must be submitted with the application.
- 3.18.1.4. **Renewing Expired Passports (*Form #DS-82*)**.
- 3.18.1.4.1. U.S. citizens may renew their passports by mail if: (a) less than 15 years have passed from the original date of issue, and (b) holders were at least 16 years of age or older when they obtained their most recent passport. Passports older than 15 years have expired and may not be renewed.
- 3.18.1.5. **Lost and Damaged Passports (*Form #DS-64*)**. Anytime a valid or potentially valid passport has been lost, stolen, or misplaced, the holder must submit an explanation to the Passport Agency with an application for a replacement passport.
- 3.18.1.6. **Using Missionaries' Passports to Obtain Visas and International Travel Tickets**. Church Travel must use passports to obtain visas for U.S. citizens traveling to foreign countries to serve missions. If missionaries arrive at the MTC without required passports, MTC personnel will assist in obtaining them.
- 3.18.1.6.1. **When visas must be obtained before entering a country**. Church Travel needs original passports to process visa applications. Passports should be kept secure in locked cabinets. Passports are returned to holders at the Provo MTC, along with their airline tickets.
- 3.18.1.6.2. **When visas are obtained upon entering a country**. Missionaries are directed to take their passports with them to the Provo MTC. Once there, the MTC Travel Office photocopies passport photo ID pages, and forwards them to Church Travel. Airline regulations require the Church to submit all travelers' passport numbers to the carriers.
- 3.18.1.7. **Reasons for Church Travel to Temporarily Retain Passports:**
- Postponed mission calls,
 - Medical delays,
 - Visa delays, and
 - Waiting for cancellation of visas which will not be used for intended purposes.
- 3.18.1.8. **Reasons for Church Travel to Return Passports:**
- Cancelled mission calls,
 - Mission assignments changed to countries that do not require a passports or visas,
 - Excused mission assignments,
 - Expired visas, and
 - Requested by holders.
- 3.18.1.9. **Procedures for Returning Passports**. Church Travel contacts travelers (or missionaries' parents) to verify addresses and mailing instructions, documents return of passports, and mails passports and supporting documents.
- 3.18.2. **Visas**. Church Travel obtains visas for Church travelers. Those representing the Church are expected to travel on appropriate visas. Occasionally, Church needs might require temporary exceptions to this

policy. The Church Visa Committee (1) oversees the visa program, (2) reviews and approves exceptional requests, and (3) insures harmony with Church policy and legal requirements. If higher approvals are required, the Church Visa Committee consults with appropriate Church councils.

3.18.2.1. **General Authority (Outgoing and Incoming) Visas.** Church Travel is responsible to obtain visas for General Authorities. However, when legal assistance is required, individuals will be referred to an attorney with Kirton & McConkie. In most cases, an attorney will work directly with General Authorities to resolve legal issues.

3.18.2.2. **Employee (Short-term) Visas.** Corporate Travel obtains appropriate short-term visas for all international Church travelers. There are various kinds of visas: (1) business, (2) work permit, (3) religious, (4) etc. Depending on Church needs, appropriate visas are obtained by Corporate Travel. When advantageous to the Church, some visa applications are out-sourced to a visa service.

3.18.2.2.1. Corporate travel agents help Church travelers complete required visa application documents.

3.18.2.2.2. When the Church is paying for spouse travel on international trips, Corporate Travel will obtain all required visas.

3.18.2.2.3. When the Church is paying for consultants' international travel, Corporate Travel will obtain all required visas.

3.18.2.3. **Expatriate Employee (Long-term) Visas.** "Church employees, volunteer representatives, and third parties contracted by the Church [to] work outside of their home country (collectively referred to as 'Church expatriates') are required to have proper visas and work permits for the country or countries in which they are assigned and in which they [will] reside. The Church Visa Committee, upon consultation with the Church Travel Office, the Office of General Counsel, and the Human Resource Department, will determine the proper visas. A Church expatriate may not work or reside in any country on an improper visa without the prior express written approval of the Church Visa Committee. Volunteer representatives who may be invited or sponsored by a government or private entity also need to have the proper visas and are governed by the procedure stated as above." (*See PBO letter of 30 Mar 2001, Visas for Church Expatriates.*)

3.18.2.3.1. Corporate Travel is not authorized to begin work to obtain visas for designated expatriate employees until authorizations are received from the Human Resource and Legal Departments. However, travel for pre-move purposes is permissible.

3.18.2.3.2. When authorized, the appropriate missionary visa coordinator processes visa application documents (preliminary information worksheets, trip requests, employers' letters of invitation, etc.) for employees.

3.18.2.3.3. Travel tickets will be issued when signed Trip Request forms are received, and valid visas have been obtained.

3.18.2.4. **Missionary (Long-term) Visas.** When visas are required, Missionary Travel should mail Visa Packets (containing specific visa requirements) to missionaries approximately one week after Missionary Department Call Packets are sent.

3.18.2.5. **Lead-times Required to Process Visas for U.S. and Canadian Citizens.**

3.18.2.5.1. Lead-times required to obtain visas vary by country.

3.18.2.5.2. Lead-time is determined by (1) the number of days between the date on the missionary call letter and travel from home to a foreign MTC, or (2) the number of days between the date on the missionary call letter and travel from the Provo MTC to the field of service.

3.18.2.5.3. Missionaries with valid passports obtained before they received their mission calls require 30 fewer days to process visas, unless otherwise noted.

3.18.2.5.4. A visa processing lead-time chart is maintained with copies accessible to Missionary Travel coordinators and agents, and to the Missionary Department. Lead-times are updated as needed after travel supervisors and the Visa Committee review and approve visa coordinators' recommendations.

3.18.2.5.5. As changes are made to visa processing lead-times, dates in the Missionary Call System are up-dated to correspond to the various requirements of foreign countries.

3.18.2.5.6. Sufficient time for employee visas should also be observed.

3.18.2.6. **Renewal of Visas.** Church Travel is responsible to ensure that visas issued to missionaries and employees worldwide are valid and current. The Global Visa Management system (GVM) is an

- internet-based global system that assists in this function and alerts appropriate personnel (area travel managers, missions, etc.) as visas and passports are nearing their expiration dates.
- 3.18.2.7. **Missionary Passport Instructions.** A passport application form and instructions are included in the visa information sent to the missionary, if a passport is required for missions. Missionaries obtain passports at their own expense. Passports should be valid for the term of the mission, plus six months.
- 3.18.2.8. **Missionary Visa Requirements.** Missionaries are not to receive visa requirement information from the Church Travel Office before they receive their missionary call letters from the prophet and their missionary call packets from the Missionary Department. Visa information (instructions and documents) will be mailed to missionaries approximately one week following the mailing of call letters and call packets. The Church pays for costs to obtain visas.
- 3.18.2.8.1. **Police Clearance (Provo City).** When it is necessary to obtain police clearances from the Provo City Police Department for missionaries at the Provo MTC, missionary visa coordinators send Provo City Police Clearance Forms to the Provo MTC for delivery to the Provo City Police Department. The Provo MTC will be responsible to see that the appropriate visa coordinator receives the completed police clearances. It will not be necessary for visa coordinators to include a check for payment of these services. Provo City Police Department will bill Church Travel monthly and payment will be made directly to the Provo City Police Department, following approved payment procedures.
- 3.18.2.8.2. **Visa Requirements for Missions (Orange Instruction Sheets).** All visa requirements and
- 3.18.2.8.3. **visa flow charts** will be reviewed yearly, to ensure accuracy and conformity to standardization procedures. Flow charts should include copies of current visas. Agents, with the approval of their supervisors, can request changes/updates to visa requirements and flow charts through the process coordinator who will ensure consistency and standardization of content.
- 3.18.2.8.4. **Outdated visa instructions** should be discarded and the new instructions should be implemented immediately when received. (Access to visa requirements and flow charts is made by going to the T drive, double-clicking on the VISA folder, double-clicking on the VISA MISSIONARY folder, and then double-clicking on either FLOW CHARTS or INSTRUCTION SHEETS folders, choosing the particular VISA REQUIREMENT or VISA FLOW CHART needed).
- 3.18.2.9. **Temporary Mission Assignments Due to Visa Delays.** Each Monday by 12:00 PM International Missionary Travel supervisors coordinate with the MTC Travel Manager regarding missionaries recommended for temporary mission assignments.
- 3.18.2.9.1. Each Monday before 5:00 PM the MTC Travel Manager prepares the “suggested temporary assignment list” and sends a copy to Church Travel Office supervisors via e-mail. On Tuesday by 9:00 AM the MTC Travel Manager sends the list to the Missionary Department for a member of the Quorum of the Twelve to make temporary mission assignments.
- 3.18.2.9.2. Church Travel makes travel arrangements for missionaries assigned to temporary missions, and e-mails the travel itineraries to the Provo MTC and appropriate mission presidents. Church Travel has until 12:00 PM the day after the assignment is published to e-mail the itineraries. Church Travel will communicate any changes in flight status.
- 3.18.3. **Travel Records Inventory, Retention, and Retrieval.** Records inventory is a physical listing of all types of travel records filed in separate categories. Records retention defines how long travel information is to be kept, and specifies when and how it should be discarded.
- 3.18.3.1. Office supervisors prepare travel records and storage boxes for the Records Center each September.
- 3.18.3.2. Record coordinators enter required travel document information into the Historical Materials Management System (HMMS).
- 3.18.3.3. Access to travel files stored in the Records Center requires completion of a “Record Request Form” approved and signed by a record coordinator.
- 3.18.4. **Travel Records.** These consist of:
- 3.18.4.1. Corporate Travel Envelopes,
- 3.18.4.2. Travel portfolios information for mission presidents, MTC presidents, temple presidents, visitors’ center directors, etc.)
- 3.18.4.3. Immigration and Naturalization Service (INS) documents,

3.18.4.4. Other miscellaneous travel documents (tickets, contracts, over-rides, rebates, invoices, incentives, up-grades, etc.).

3.18.5. Missionary Travel Records.

3.18.5.1. New mission and MTC presidents' travel files are retained in a common file in the Travel Office for approximately one year, then sent to the Records Center for storage for three additional years. Thereafter, these files are shredded.

3.18.5.2. Missionary outbound travel files are retained in the Travel Office for one year following missionaries' travel dates. Thereafter, these files are shredded.

3.18.5.3. Missionary return travel files are retained in the Travel Office for one year following missionaries' release dates. Thereafter, these files are shredded.

3.18.5.4. Following missionaries' release dates, Immigration and Naturalization Service (INS) documents are retained in the Travel Office for one year, then sent to the Records Center for storage for 10 additional years. Thereafter, these files are shredded.

3.18.6. Corporate Travel Records. Visa documents and files are retained in a common file in the Travel Office for one year, then sent to the Records Center for storage for three additional years. Thereafter, these files are shredded.

3.18.7. Travel Accounting Records. Accounting records are retained according to the following schedule:

3.18.7.1. Major documents are retained in the Travel Office for one year, then sent to the Records Center for storage for an additional six years, for a total of seven years.

3.18.7.2. Supporting documents are retained in the Travel Office for one year, then sent to the Records Center for storage for an additional two years, for a total of three years.

3.19. TRAINING AND CERTIFICATION

3.19.1. **Training.** Training classes and staff meetings are held regularly, and as needed to: (1) learn by sharing, (2) develop skills, and (3) encourage by motivation and inspiration.

3.19.2. **Certification.** The Travel Institute is a professional development organization that encourages continuing education of travel industry professionals. The association offers two levels of training and certification: (1) Certified Travel Associate (CTA), and (2) Certified Travel Counselor (CTC). The Church Travel Office is authorized to conduct training classes (on location) approved by The Travel Institute that count towards certification. Certifications are valid for one year. Re-certification classes are held during company time. Ten hours of travel-related training are required for re-certification. Classes are held as needed. The Church pays annual membership dues for travel office employees associated with The Travel Institute as determined by management.